

2019 ANNUAL REPORT

Stoughton Area Senior Center



**Aging brings changes. We provide options.
You make choices.**

248 W. Main Street, Stoughton WI 53589
stoughtonseniorcenter.com • (608) 873-8585

Our Mission: We are dedicated to the enrichment of the lives of older adults and their families by providing diverse programs, social services & volunteer opportunities.



2019 Year in Review

Message from the Director:

When you say something takes a whole year; 365 days seems like a long time. For me, this didn't feel like the case for the 365 days in 2019. Looking back at last year's events and programming, as you'll see in this report, there are many different and varied items. I am proud of all the work that is done by our staff to benefit older adults in the Stoughton area community.

2019 Highlights

- Amy Lambright Murphy joined our staff as Program/Volunteer Coordinator. We are very fortunate to have her enthusiasm and expertise to benefit our day-to-day operations.
- We took over the coordination of the RSVP Driver Escort Program.
- We received our National and State Re-Accreditation status.

We were fortunate to have met our yearly fundraising requirement of \$29,500. We are thankful for the support we receive from the City of Stoughton, Dane County, surrounding Townships and other institutions who provide grants. Most importantly, we are thankful for the support from individuals who believe in our mission and understand that what we do for our community is vital to its overall wellness. These individuals support us with their resources, whether that is with their time or with their money.

Thank you everyone for your support!
-Cindy McGlynn, Director

2019 Community Partnerships

- Abundant Life Christian School: Leaf-Raking
- Alzheimer's Association: Memory Loss Caregiver Support Group
- AARP: Driver Safety Course
- Christ the King Church/Royal Rangers: Leaf Raking
- Community Living Connections: Facility Help
- Cummins Filtration: paid for printing of Community Emergency Resource brochure
- Eric Christoffersen: Attorney Services Hours
- First Lutheran Church: Stoughton Loves program
- Fosdal's Bakery: Daily Sweet Rolls
- Gathering Table: Community Meals
- Hanson's Electronics: Cell Phone Donations
- Heartland Hospice: Grief Support Group
- Ministry Care Teams, Stoughton area churches
- St. Ann's Church: tree decorating, Santa for Srs.
- Stoughton High School Key Club: Newsletter Distribution
- Stoughton High School Student Senate: Santa for Seniors
- Stoughton Hospital: Foot Care, Flu Shot Clinic, Healthy Living with Diabetes, Memory Café, Parkinson's Exercise, Thanksgiving Day Meals
- Stoughton Opera House: Music Appreciation
- Stoughton Public Library: Craft Club, Page Turners Book Group
- Stoughton School District: Computer Lab
- Stoughton Wellness Coalition: Medication Lock Boxes, Med Disposal & Sharps Collection
- Stoughton United Ministries (SUM): Affordable Transportation Programs
- Stoughton VFW: Christmas Day Meals
- Viking Brew Pub: Thor's Pour Fundraiser Event
- Wisconsin Medical Project: Loan closet Pick up
- AND various community groups that support Community Bingo and other Center activities

- **Community Partnerships:** See the above sidebar for all the amazing programs we were fortunate to provide to area seniors. Special thanks to Vik and Lori Malling at the Stoughton Brew Pub for generously hosting our 3rd Annual Thor's Pour fundraiser event.
- **Donors:** We are so fortunate for the many agencies and people who make our programs and services possible. The Senior Center is required to annually raise \$29,500 towards our operational budget. Beyond those resources we rely heavily on grants and donations to make up the needs not met in our regular operational budget. *Please read the finance page in this report to see the percentage breakdown of our income and expenditures for 2019.*

Administrative Structure

Senior Center Oversight Committees

1) **Stoughton City Council's Community Affairs & Council Policy Committee**

2) **Commission on Aging (COA)** an advisory committee comprised of members from City Council, the Stoughton Area School District, residents of the City of Stoughton and surrounding townships.

Commission on Aging members are appointed by the Mayor of Stoughton and Town Chairs. The COA and its committees are involved in all aspects of our Center. Their dedication, insights and hard work truly impact our Senior Center today and into the future!

Commission on Aging Members

Chair: Lou Havlik (Stoughton)

Vice Chair: Barb Manson (Stoughton)

Robert Barnett (Stoughton)

Sid Boersma (City Council, 5/2019-present)

Roz Gausman (Dunn)

Nan Hoffman (Stoughton)

Pat O'Connor (City Council, 5/2018-5/2019)

Faith Schuck (Pleasant Springs)

Jeanne Schwass-Long (Dunkirk)

David Sharpe (Stoughton)

Charlotte Snow (Stoughton)

Sue Wollin (Rutland)

Open position since 12/2016 (Albion)



Commission on Aging:

Roz Gausman, Nan Hoffman, Lou Havlik,
Mary Onsager, Faith Schuck, Sue Wollin,
Bob McGeever and Dave Sharpe

Accredited by
National Institute of
Senior Centers



Senior Center Staff

Cindy McGlynn, *Director*

Hollee Camacho, *Assistant Director*

Marla Janssen, *Case Manager*

Kelly Janda, *Case Manager*

Tanya Kelly, *Case Manager*

Murl MacKinnon, *Township Case Manager*

Kim Whitford, *Nutrition Coordinator*

Kristin Ott, *Receptionist/Office Assistant*

Tricia Nicoll and Amy Lambright Murphy,
Volunteer/Program Coordinator

Case Management

Serving: City of Stoughton, Towns of Albion & Dunkirk

The case management program links older adults age 55 years and older with services (i.e. food, financial, housing, legal, medical, social) to help individuals remain as safe and independent as possible in their own homes. A case manager's range of practice includes: community outreach, psychosocial & functional assessments, service plan development/implementation, case consultation, coordination & client advocacy. Issues addressed may include chronic illness, fall risks, social isolation, homelessness, mental health, dementia-specific illness & drug/alcohol abuse prevention.

Case managers partner with over 50 different agencies across municipal, county, state, federal and private non-profit organizations to coordinate services on their clients' behalf. They receive referrals from hospitals, home health agencies, banks, housing organizations, other city departments, families and other community members. Referrals to case management may be anonymous. Confidentiality is followed with each client.

Case Management	2019
Individuals Served	268
Instances of Service	3,844

Time-Intensive Caseloads

Our case managers are spending considerably more time with clients as their cases become more complex and the funding for resources shrink. **In 2019, staff assisted 114 people with Medicare Part D plan finders/enrollments. According to Dane County's cost-saving formula, a total of \$250,356 was saved in annual costs.**

Nutrition



Kim's Thursday Meals continue to be well received. Volunteers serve these, and also pack and deliver County catered meals every week-day.

The nutrition program is supported by the City of Stoughton with funding from Dane County through the Older American's Act (OAA). According to the *Academy of Nutrition & Dietetics*, "the cost of one day in a hospital is roughly the same cost as one year of meals through OAA nutrition programs; and the cost of one month in a nursing home is the same cost as providing mid-day meals, five days per week, for seven years." Please call for details.

Nutrition Program	Total Visits	Total People
Meals at Senior Center	5,034	299
Kim's Thursday Meals Only	2,307	108
Home Delivered Meals	14,986	124

Information & Assistance

The Stoughton Area Senior Center serves as a clearinghouse of information and supportive resources for older adults, their families, the community and agencies that serve people over the age of 55. Through national accreditation the Center has met the best practices and industry standards for senior centers, and by way of this process we continue to strengthen our advocacy role for the community's aging population. Every employee has a part in providing information and assistance through one-on-one interactions, public education, equipment loan closet, support groups (Memory Loss Caregiver, Grief, Multiple Sclerosis, Low Vision and Parkinson's Disease), printed and online publications (*Yahara Senior News*, *Stoughton Senior Service Guide*, *File of Life* emergency information packets, website and Facebook) and in the coordination of assistive programs and services offered at the Senior Center.

One-on-One Interactions	2019
Individuals Served	541
Instances of Service	3,277

One-on-one Information & Assistance is one-time staff help with isolated issues (i.e. general questions with Medicare, where to get tax assistance, connecting to other local resources, etc.).

Health/Support Services	Total Visits	Total People
Blood Pressure	304	78
Flu Shot Clinic	17	17
Foot Care Clinic	510	140
Equipment Loan Closet	477	238
Reflexology	117	15
Support Groups	167	53
TOTAL	1,592	

Emerging Trends

Social and demographic trends are making information and assistance services increasingly important to the average family as Americans live longer and require more help to cope with chronic conditions and frailties. With numerous overlapping federal and state programs, older adults, their caregivers and family often need help to understand what services are available and whether they qualify. Often, the family members who support older adults are either working long hours or live in other cities or states. Beginning with a simple phone call, email or quick check on our website, an older adult or a family caregiver can receive up-to-date information on a wide range of community-based programs and services. This can range from where one can get a flu shot, to how one can apply for medical assistance. As the community hub for older adult resources, the Information and Assistance program saves time for individuals and families and increases the opportunities available for older adults to make informed, safe & healthy decisions.

Community Services

The Senior Center provides a computer lab and meeting space for citizens of all ages. We are pleased to offer further options to our participants and their families by allowing other agencies to utilize our space like the Community Action Coalition, Energy Assistance, Stoughton Area Resource Team (START) and Dane County Veterans Assistance.

Volunteers

We are so thankful for our volunteers' skills and time. This year's total volunteer hours (9,442) represent the time of almost five full-time staff; that's over \$240,000 in employment according to the Wisconsin rate of the national value of volunteer time!

On-Site Service

People volunteer at the Center in many ways such as organizing and leading programs, front desk reception, committee participation, maintaining our loan closet, helping with our nutrition site, office tasks, gardening, distributing publications, decorating and many other projects that contribute to our facility's operation. Opportunities range from one-time to ongoing projects.



Technology Whizzes: Basil Sadler, Gil Helland and Joyce Tikalsky

Off-Site Service

Many hours of volunteer work are devoted to older adults in the community who do not even set foot in the Senior Center.

The RSVP Driver service is a program in which volunteer drivers deliver meals or provide rides to medical appointments for people 60 years & older. *—Many thanks to Richard Hoffman for his **600 hours** of coordinating and driving for this program in 2019. This December Richard ended his service as our Stoughton RSVP Ride Coordinator.*

The Friendly Visitor Program links trained volunteers to visit with homebound seniors. These volunteers, including those who deliver meals or food pantry items, report back to our staff when clients may need extra assistance.

Want to join the fun?

Fill out our online application or call (608) 873-8585 today!

Volunteer Assistance	Hours	People
On-Site Service		
Commission on Aging	90	14
Committee Meetings	17	7
Facility Assistance	1,885	26
Instructor/Activity Leader	968	22
Kitchen Volunteer	2,065	21
Loan Closet	38	5
Receptionist	614	7
Off-Site Service		
Friendly Visitor	181	7
Meals on Wheels Driver	1,686	45
RSVP Driver/Coordinator	1,898	26
TOTAL	9,442	139

Financial Report



Over 90 Luncheon

We take great pride in providing opportunities for all older adults, no matter what their interests and abilities may be. Through their contributions of time, skills and funding, our volunteers and participants assist greatly in making our programs and services possible.

We are so grateful for the many generous gifts which contribute to the success of the Center.

Financial Breakdown

We received many donations and grants totaling \$94,637. Below are the other forms of funding we received in total in 2019, as well as the ways in which we used it.

Dane County

Nutrition	\$40,739
Case Management	\$46,028

Townships

Senior Center Operating Costs

Albion	\$250
Dunkirk	\$9,500
Dunn	\$15,500
Pleasant Springs	\$10,000
Rutland	\$5,000

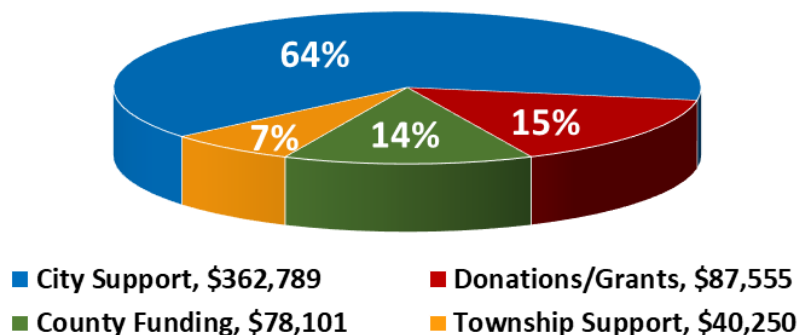
Township Case Management

Albion	\$500
Dunkirk	\$2,000

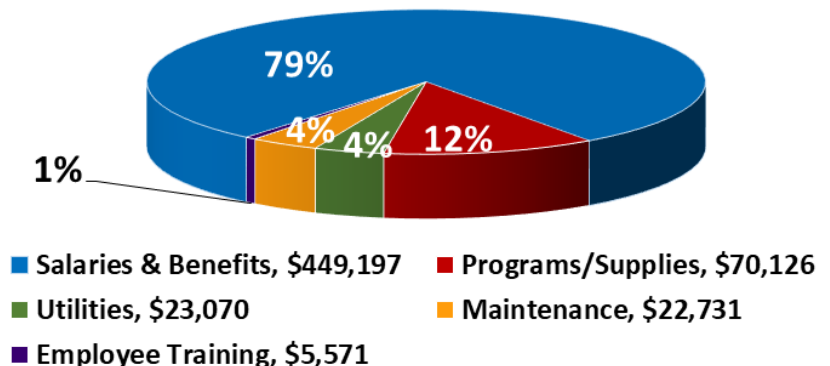
City of Stoughton

All remaining personnel, insurance and operating costs.

OPERATIONAL INCOME: \$568,695



OPERATIONAL EXPENSES: \$568,695



Programs & Events



Making Connections in 2019

Senior Center Visits:

- 33,500 total visits
- 1,098 registered participants
- 342 guests* sign-ins

Online Visits:

- 296 e-newsletter subscriptions
- Website, stoughtonseniorcenter.com
 - ◇ 32,753 unique visits
 - ◇ 2,729 monthly average unique visits
 - ◇ 7,192 monthly average unique visit increase from Sept-Dec. months
- Facebook: 394 Followers, 381 Likes

Publications

- *Yahara Senior News*
 - ◇ 1,200 newsletter printed monthly
 - ◇ Available on website & by email
- *Stoughton Area Senior Service Guide*
 - ◇ 1,000 guides distributed this year
 - ◇ Available on website

Programs & Events	Total Uses	Total People
Skill Development	5,534	352
Fitness & Wellness	3,836	141
Social & Recreation	12,748	571
Health Services/Meals/Meetings	7,052	767
Unregistered guest sign-ins	4,330	
TOTAL	33,500	

*Please use your card!

When visiting, sign-in with your card to provide statistics that are unavailable with "guest" sign-ins. Ask staff for help.

